

**Results of the
2001 City of Detroit Golf Courses
Satisfaction Survey**

I. Objective

To analyze the results of a survey of golfers at City of Detroit owned golf courses.

II. Background

Jefferson Wells International (JWI) was engaged to conduct a survey of golfers at six courses owned by the City of Detroit. The purpose of the survey was to compare satisfaction of golfers using City managed golf courses versus those using courses run by the City-hired golf management company, American Golf Corporation (AGC). American Golf was brought in by the City of Detroit in 1991 and currently manages several area golf courses.

Of the six courses surveyed, American Golf manages the following:

- Chandler Park Golf Course
- Palmer Park Golf Course
- Rackham Golf Course
- Rouge Park Golf Course

The remaining two under City management are:

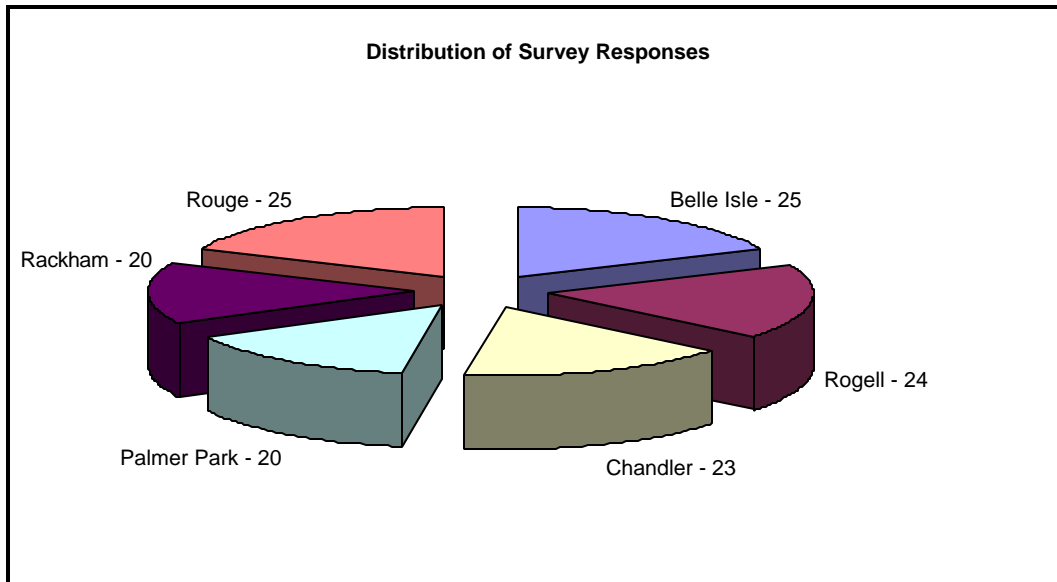
- Belle Isle Golf Course
- Rogell Golf Course

The survey results are to be included in the Recreation Department Performance Audit that is being undertaken by JWI for the Office of the Auditor General (OAG).

The survey presented was developed by JWI using a compilation of surveys specifically for golf courses that were found on the Internet. The researched surveys were combined and tailored to meet the needs of this engagement. The survey document was one page, front and back, and consisted of the following sections/questions:

1. Overall golfing experience (7 questions)
2. Golf course maintenance (6 questions)
3. Clubhouse and clubhouse services (6 questions)
4. Course play and services (6 questions)
5. Reservation process (3 questions)
6. One short answer question
7. An opportunity to respond to the reason behind any low ranking scores

A JWI employee conducted the surveys at all six courses during the period of May 14 through May 22, 2001 and at Belle Isle on June 8, 2001. The surveys were distributed to golfers prior to their tee time. As surveys were conducted at varying times throughout the day, participants consisted of both league and individual golfers. The number of respondents varied between 20 and 25 per course. The following chart shows the number of responses received for each course:

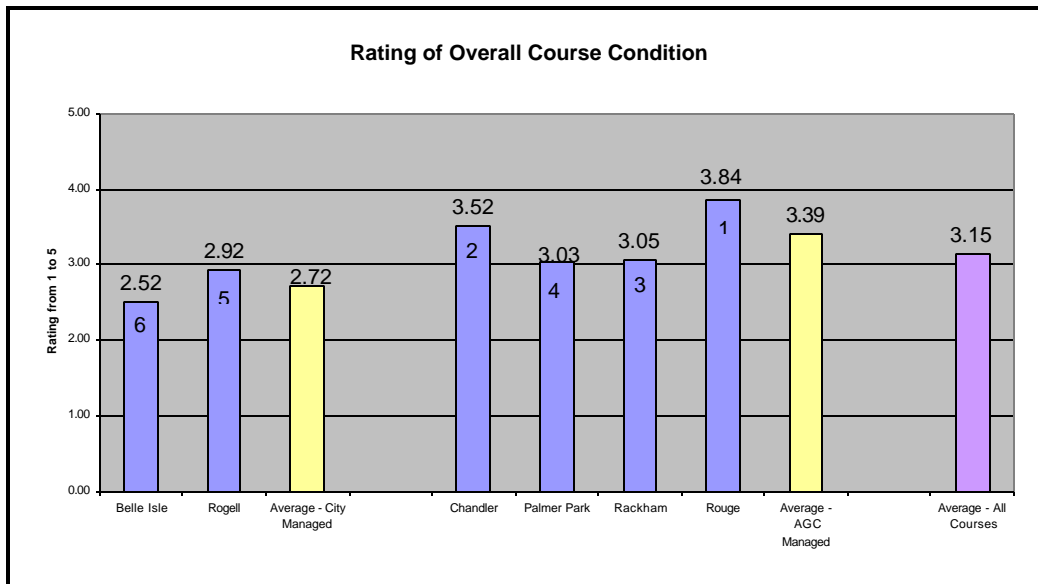


The analysis of the survey was tabulated by golf course and by management group. Detailed results can be located in the Appendix at the end of this report.

III. Analysis of Overall Satisfaction

Golfers were asked to rate their overall golfing experience at the City of Detroit owned golf courses on a scale of 1 (poor) to 5 (excellent). The scale incorporated in the survey corresponded to the following words: 1 = poor, 2 = disappointing, 3 = good, 4 = very good, and 5 = excellent.

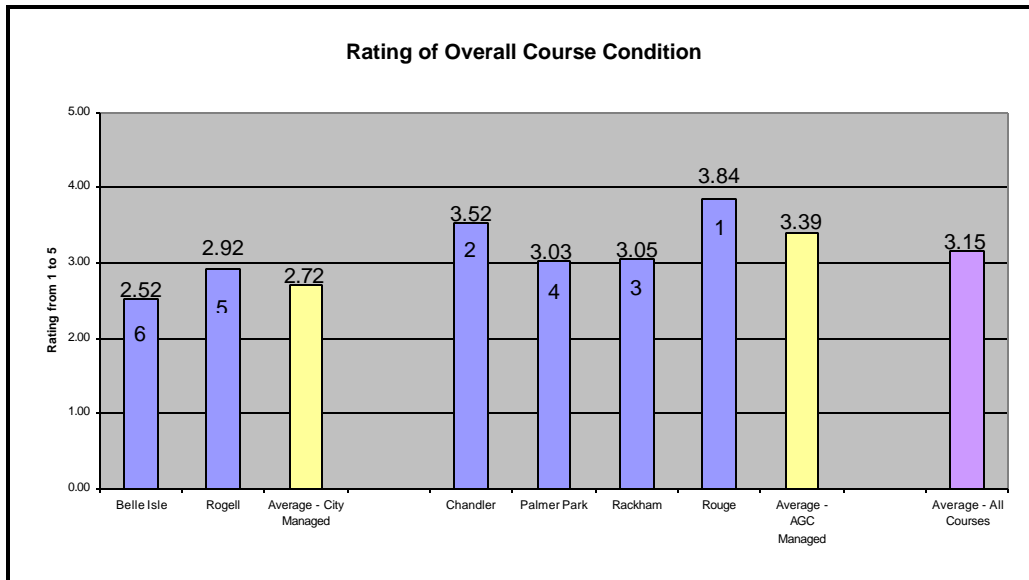
The chart below shows individual course ratings, City managed and American Golf managed average ratings, and an “all-courses” average rating. The individual courses are also ranked from high to low. All courses, except Belle Isle, scored above the midpoint of 3 for overall experience. On average, AGC managed courses offer better golfing experiences, but overall experience satisfaction is dependent on the individual course as illustrated by Rogell, a City managed course, rating higher than two of the AGC managed courses.



IV. Overall Condition of the Courses

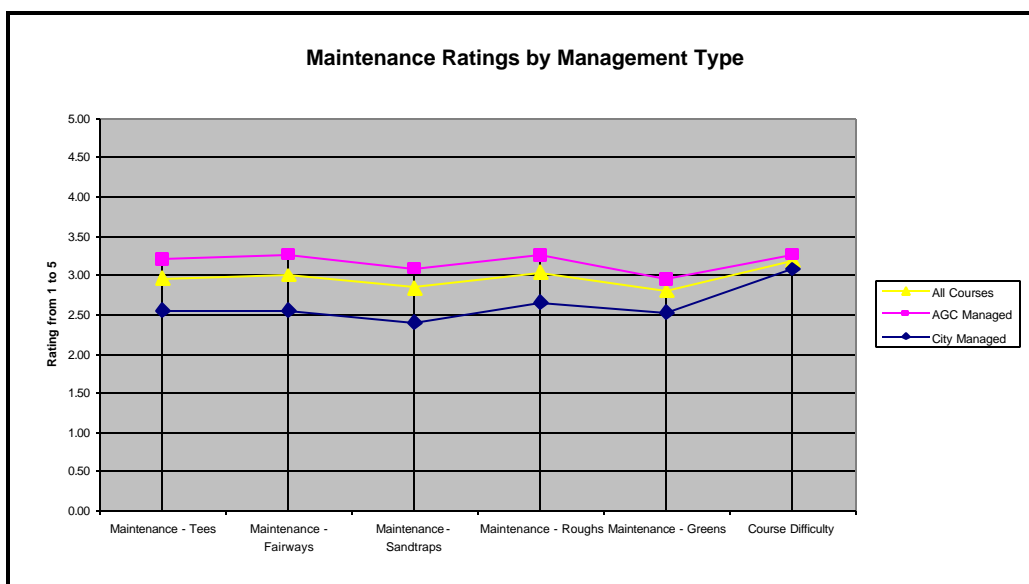
Respondents were asked to rate the overall condition of the course from poor (1) to excellent (5). The average responses for course, management type, and “all-courses” are shown in the chart that follows. The individual course ratings have been ranked from highest to lowest.

All AGC managed courses scored between 3 and 4, “good” and “very good”; while the City managed courses fell between 2 and 3, “disappointing” and “good”. Two AGC managed courses, Palmer Park and Rackham, and one City managed course, Rogell, did score near the midpoint of 3. Based on comments received from the respondents, Belle Isle’s low rating is due to poor maintenance and a drainage problem.



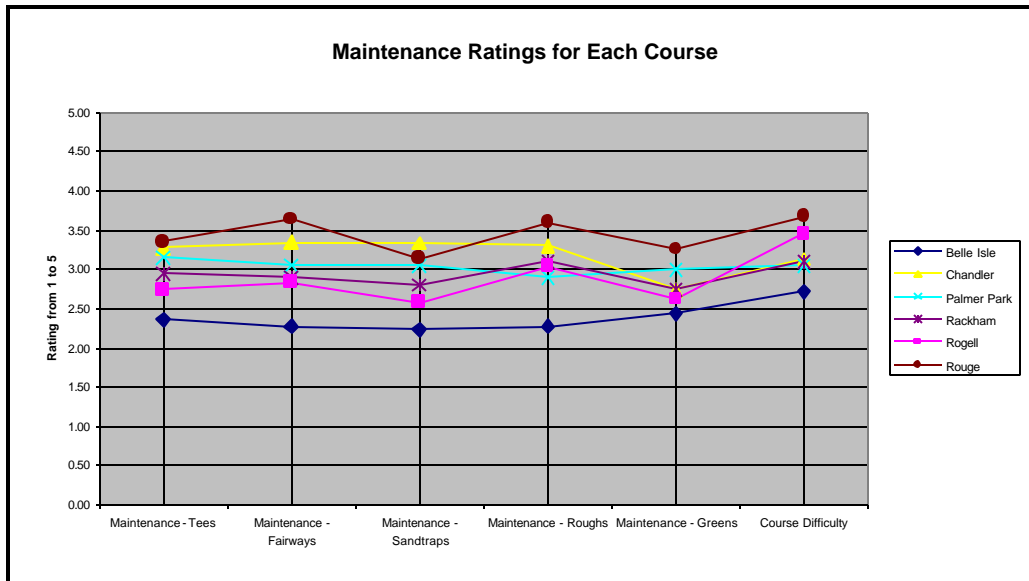
In addition to course condition, each of the respondents was asked to rate the course on various components of maintenance. Respondents rated each course on the upkeep of the tees, fairways, sand traps, roughs and greens. Also covered in this section was the respondent's reaction to course difficulty.

The chart that follows reflects that AGC managed courses, on average, are maintained better than the City managed courses. AGC courses scored above the midpoint on all components of maintenance except greens maintenance, which received an average rating of 2.95. City managed courses, on average, scored below the midpoint on all components of course maintenance. Golfers are satisfied with the overall level of difficulty presented by all courses.



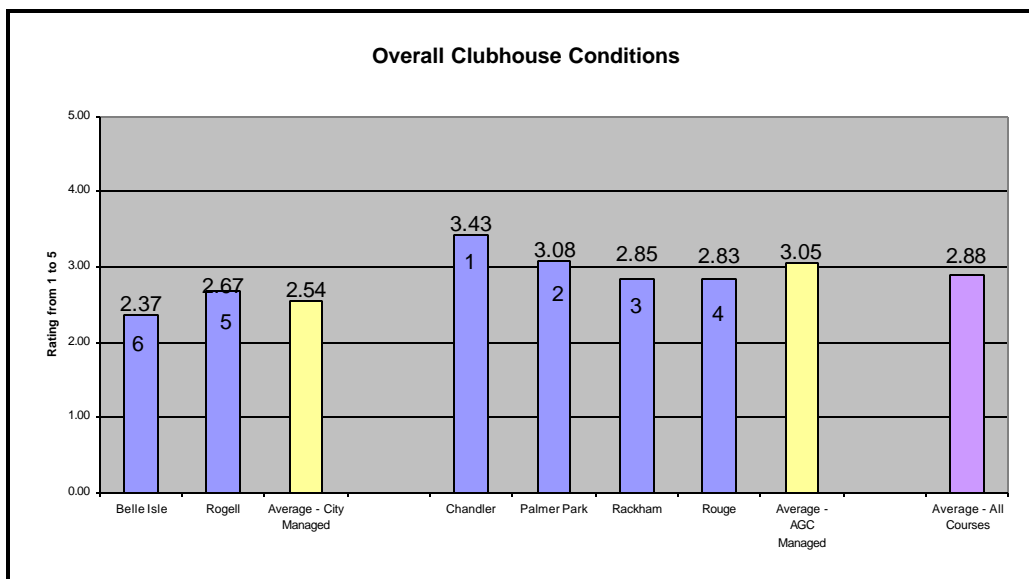
The chart below shows the maintenance ratings for each course. Rouge, an AGC course, is the only course to score above the midpoint of 3 on all maintenance components. Chandler scored above the midpoint on all components except greens maintenance, and Palmer Park scored 3 and above on all components except roughs

maintenance. Both Rackham and Rogell scored below the midpoint on all components except roughs maintenance. Belle Isle scored below the midpoint on all components. Respondents' comments reflect dissatisfaction with green maintenance, tee box positions and the quality of sand used in the sand traps.



V. Maintenance of the Clubhouse and Clubhouse Services

Respondents were asked to give clubhouse conditions an overall rating using the scale of poor (1) to excellent (5). The following chart shows average ratings for each course, management type, and "all-courses", as well as course rankings from highest to lowest. The average for all courses is below the midpoint score of 3. In fact, respondents rated four of the six courses below the midpoint of 3, with AGA courses, Chandler and Palmer Park receiving ratings above 3. While clubhouses at City managed facilities did rate lower than those at AGC managed sites, clubhouse conditions need to be improved throughout the city-owned course system.

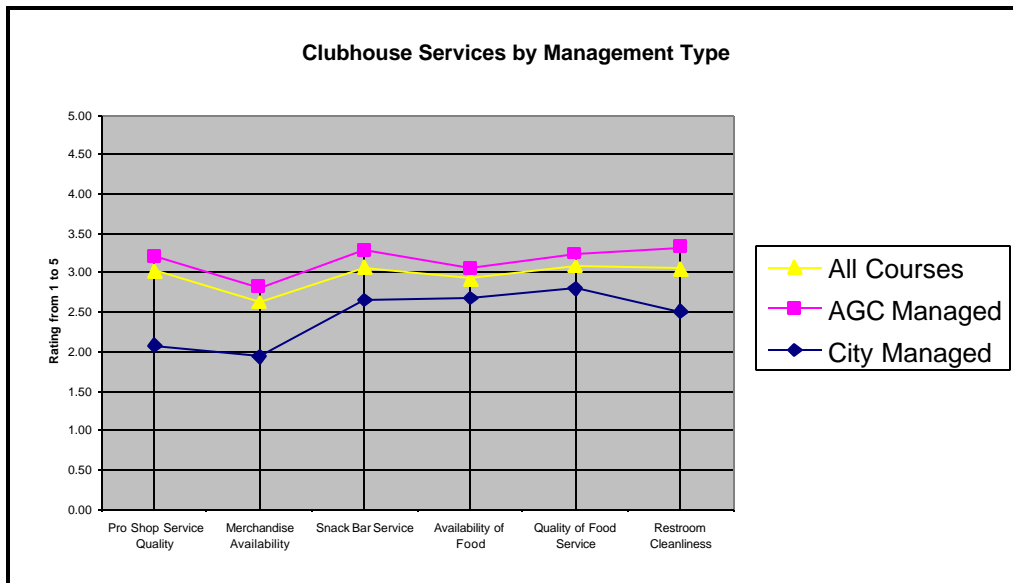


Respondents were asked to rate the course on six aspects of clubhouse service using the scale of poor (1) to excellent (5). Clubhouse services vary greatly from course to course. All courses offer some form of service but not all of the courses have extensive pro shops or indoor club facilities. City managed courses do not have pro shops.

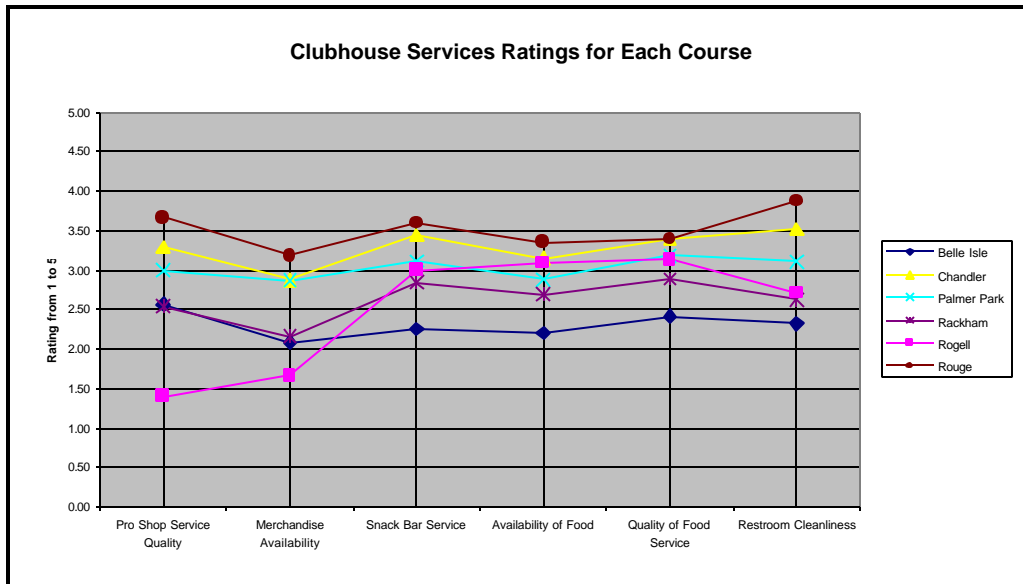
When analyzing the results, it was found that respondents were inconsistent in the manner in which they rated services that are not offered by a course, with some assigning a rating and others marking “not applicable”. These inconsistencies are included in the management type averages and in the individual course ratings. On future surveys, directions should be more specific and/or questions should be rephrased to eliminate this problem. The chart below shows the distribution between ratings, “n/a”, and blanks for the “Pro Shop Service Quality” and “Merchandise Availability” questions.

	# of Pro Shop Service Quality Responses				# of Merchandise Availability Responses		
	# of Ratings	# of n/a	# of blanks		# of Ratings	# of n/a	# of blanks
Belle Isle (City)	7	18	0		11	13	1
Chandler (AGC)	17	6	0		20	2	1
Palmer Park (AGC)	14	6	0		16	3	1
Rackham (AGC)	11	8	1		12	7	1
Rogell (City)	5	19	0		6	18	0
Rouge (AGC)	18	7	0		16	9	0

As shown on the following chart, American Golf courses scored above the City managed courses in all aspects of clubhouse services. Variances are most apparent between pro shop service quality, merchandise availability and restroom cleanliness.

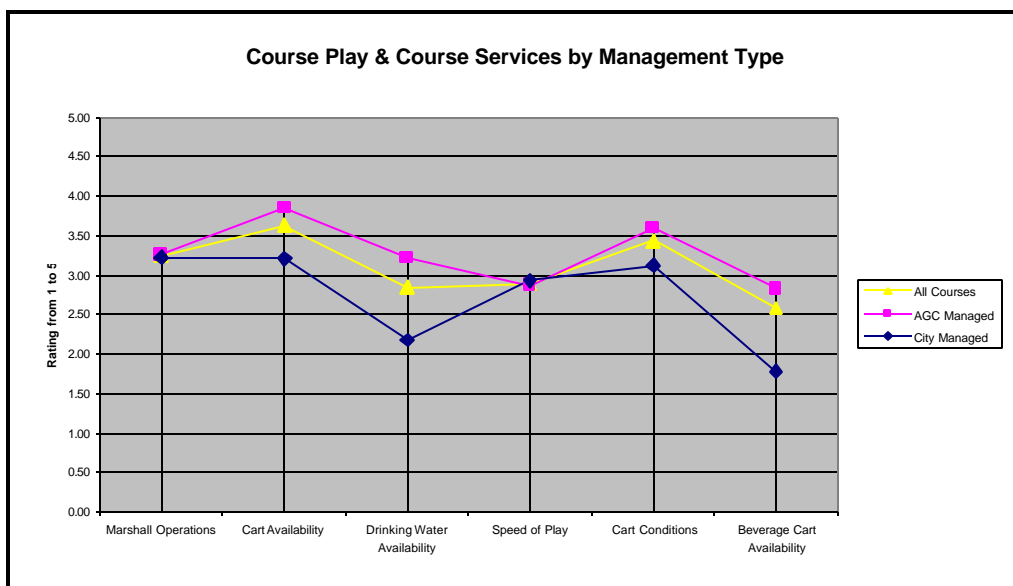


The following chart compares the individual course clubhouse services ratings. Respondent comments indicate that the golfers are particularly concerned with restroom facilities. While many felt the restrooms were clean, golfers commented that facilities needed larger stalls, more ventilation and overall modernization. Opportunities exist at both AGC and City managed courses to improve pro shop quality, merchandise, snack bars, and food quality. Price and selection were mentioned as areas in need of improvement.



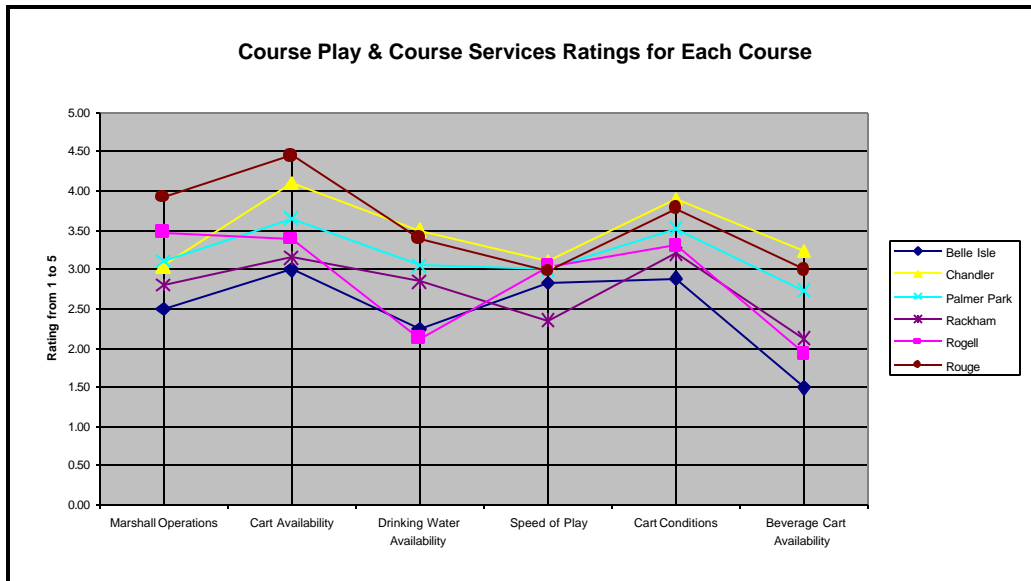
VI. Course Play and Services

Respondents were asked to rate six items related to course play and course services using the scale of poor (1) to excellent (5). Marshall operations, cart availability and cart conditions rated above the midpoint at both AGC and City managed courses. Drinking water availability is seen as a problem at the City managed courses. Speed of play and beverage cart availability scored below the midpoint at both AGC and City managed courses.



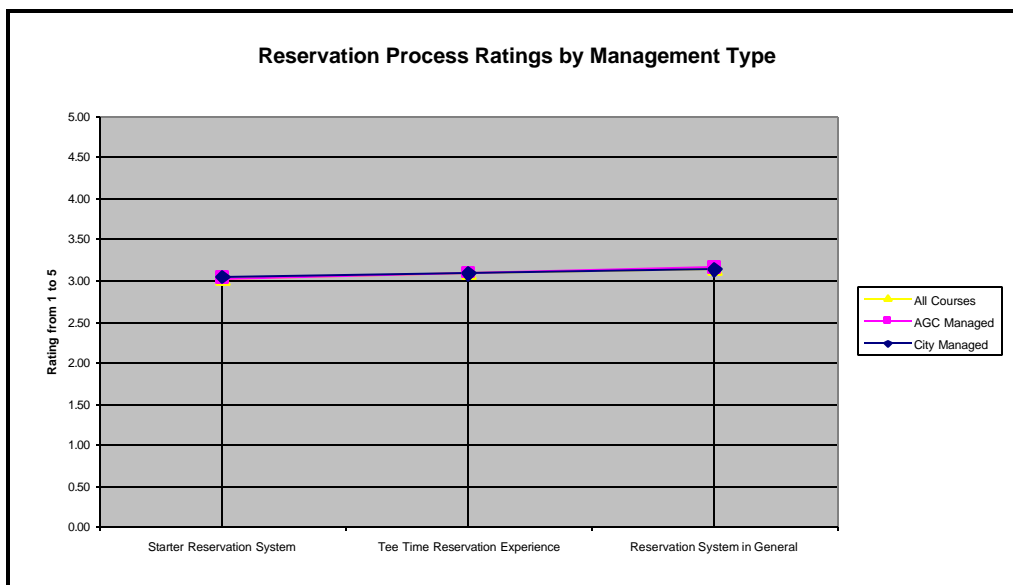
Rouge scored above the midpoint on all aspects of course play and services except speed of play, while Belle Isle scored below the midpoint on all aspects of course play and services. While speed of play ranked around or below the midpoint on all courses, many golfers associate the slow play with the volume of players at peak league times. Comments received about course play and course services reflect a strong disappointment in the drinking water availability at City managed courses, which was listed as one of the reasons behind a league move to an AGC managed course. Golfers

on all courses would like to see the beverage cart more often. Cart availability and conditions are at least “good” on all courses, but “very good” on AGC managed courses.

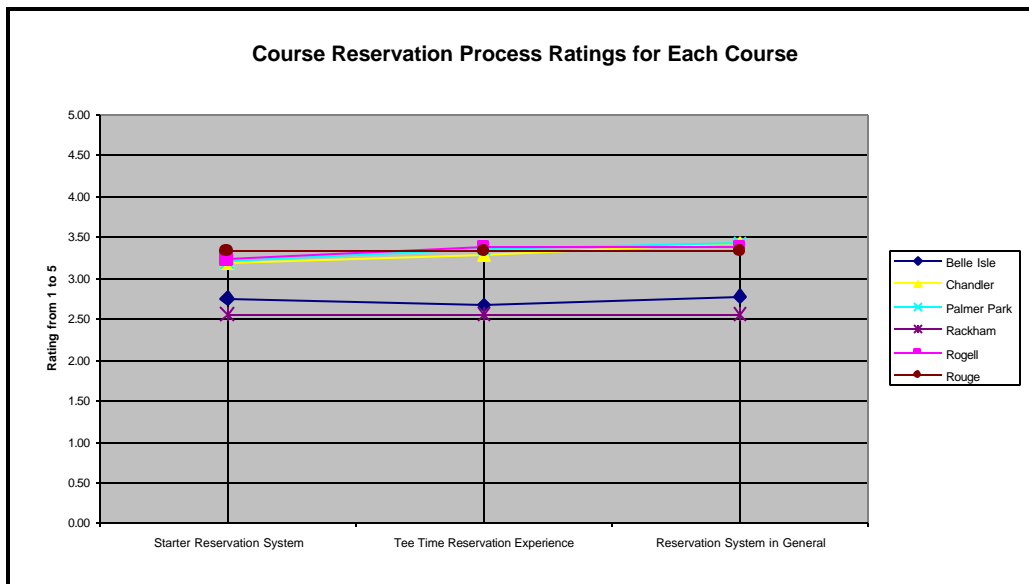


VII. Quality of the Reservation Process

Respondents were asked to rate three features of the reservation process using the poor (1) to excellent (5) scale. Management type averages are virtually the same on each feature, as shown below.

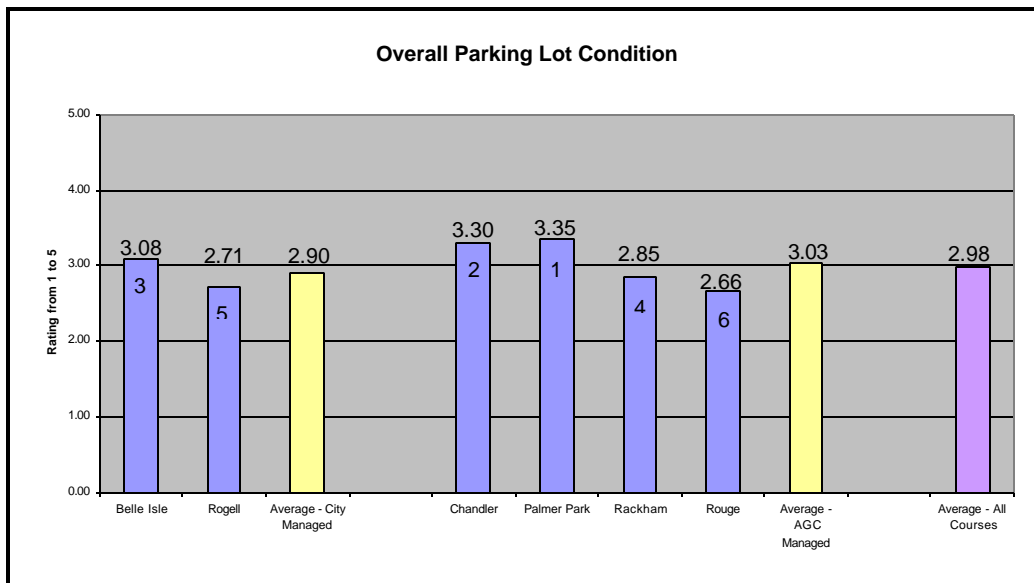


An analysis of the individual course scores, show that satisfaction with the reservation process at the Belle Isle and Rackham courses is lower than the satisfaction at the other courses. The majority of golfers are pleased with the reservation process; however, comments show concerns about overbooking at prime golf times that cause a bottleneck at the first tee. Also mentioned was an instance where tee times were available when a golfer called, but the actual registration time was lengthy.



VIII. Parking Lot Conditions

Respondents were asked to rate the condition of parking lots at the golf courses. City managed courses, on average, scored lower than the AGC managed courses, although Rouge, an AGC course, did receive the lowest course rating. Potholes were mentioned as a problem in numerous survey comments.

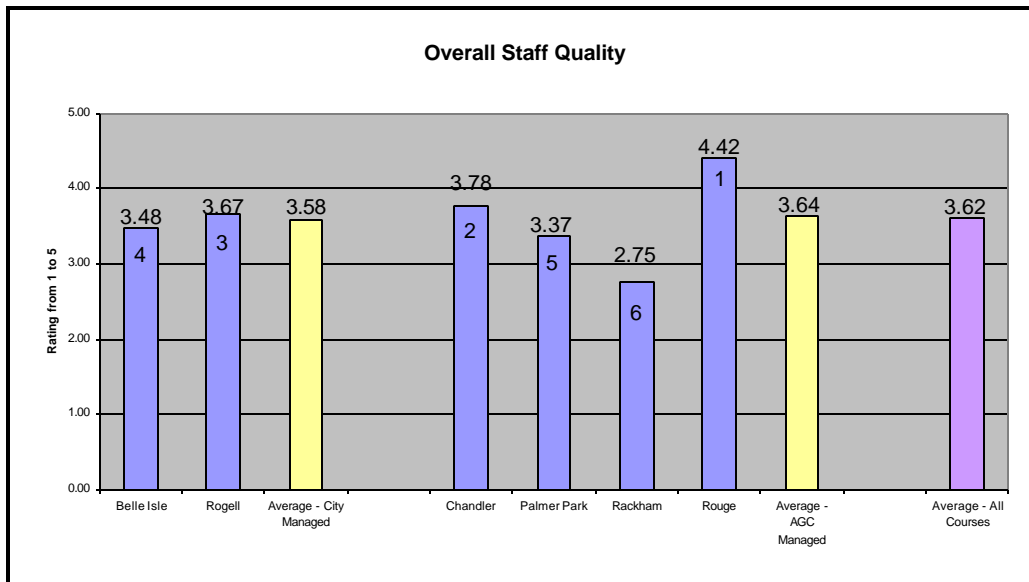


IX. Staff Quality and Training

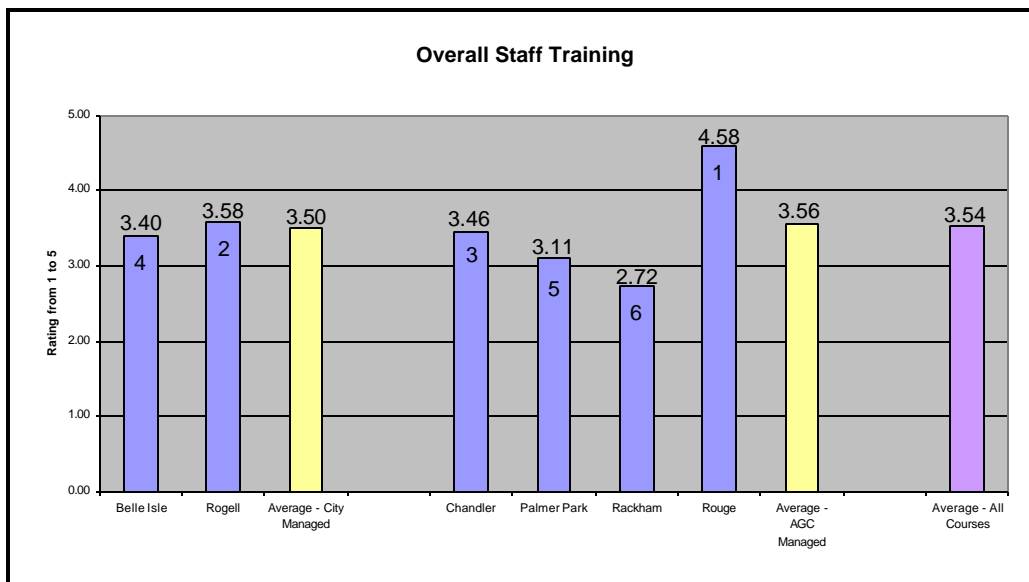
Respondents were asked to rate the golf course staff on two characteristics, quality and training, using the scale of poor (1) to excellent (5).

In the area of staff quality, respondents indicated that staff at five of the six courses is better than “good”. Staff quality at Rouge rated 4.42, between “very good” and

“excellent”, and staff quality at Chandler and Rogell scored a rating above 3.5. Rackham is the only course where staff quality rated below the midpoint.

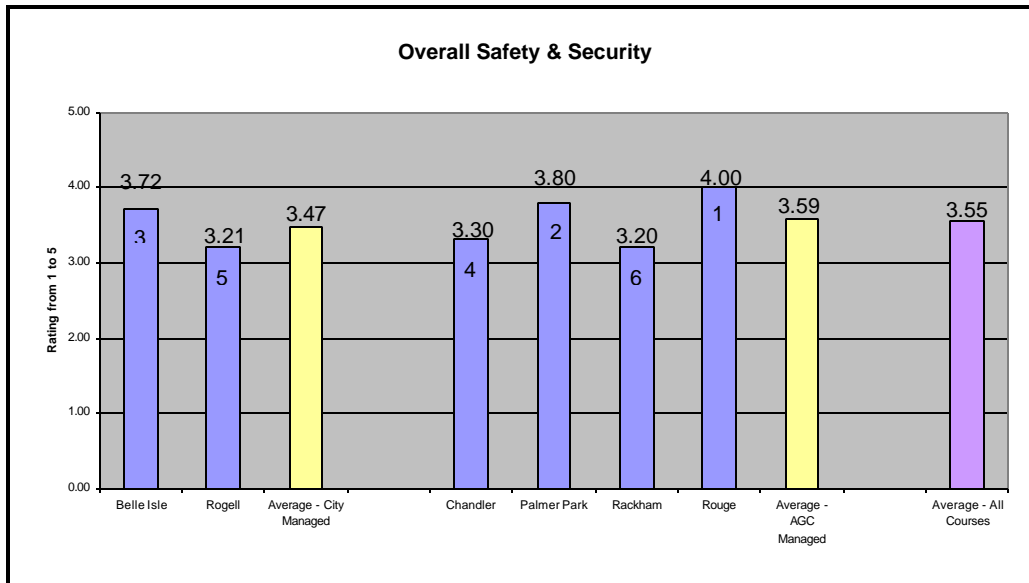


Staff's training scores were also high, with staff at five of the six courses scoring at or above the midpoint of 3. Rouge staff training scored 4.58, while Rackham, again, scored below the midpoint rating of 3.



X. Safety & Security

Respondents were asked to rate their feeling of safety and security. All courses scored above the midpoint score of 3, although respondents feel much safer at Rouge than they do at Rackham. One respondent did comment that parking lot security should be provided, although the ratings do not show that safety and security is an overwhelming issue to the golfers as a whole.

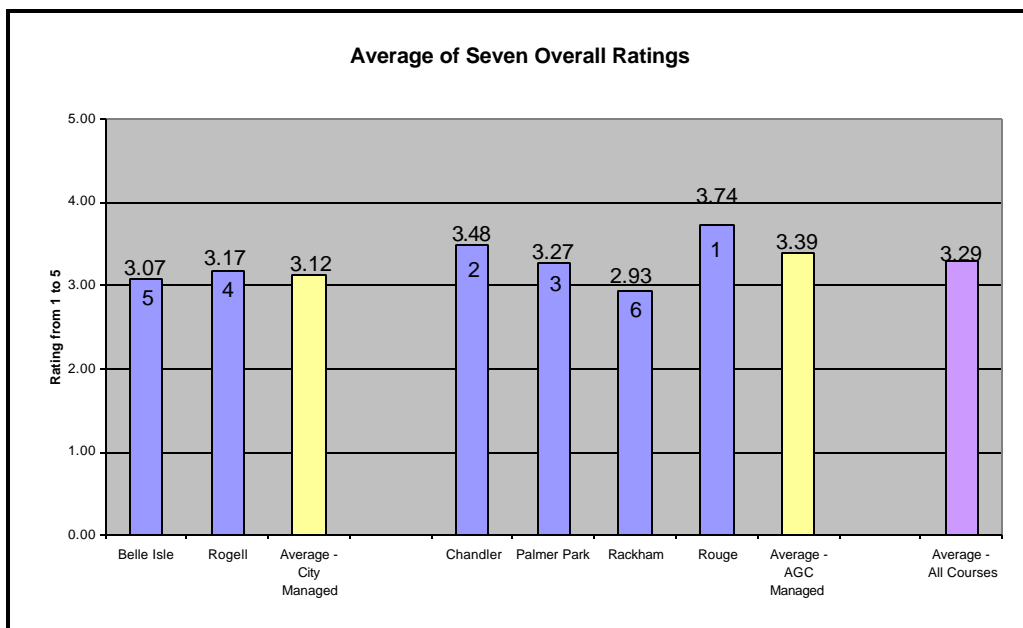


XI. Conclusion

The results of the seven “overall” question ratings were averaged for each course, management type and for all of the courses. The AGC courses did receive a higher average rating than the city-managed courses, however both AGC and city-managed courses average scores were above the midpoint.

	Overall Experience	Overall Course Condition	Overall Clubhouse Condition	Overall Parking Lot Condition	Overall Staff Quality	Overall Staff Training	Overall Safety & Security		Average of Overall Scores
Belle Isle	2.92	2.52	2.37	3.08	3.48	3.40	3.72		3.07
Rogell	3.42	2.92	2.67	2.71	3.67	3.58	3.21		3.17
Average - City Managed	3.16	2.72	2.54	2.90	3.58	3.50	3.47		3.12
Chandler	3.57	3.52	3.43	3.30	3.78	3.46	3.30		3.48
Palmer Park	3.15	3.03	3.08	3.35	3.37	3.11	3.80		3.27
Rackham	3.10	3.05	2.85	2.85	2.75	2.72	3.20		2.93
Rouge	3.82	3.84	2.83	2.66	4.42	4.58	4.00		3.74
Average - AGC Managed	3.44	3.39	3.05	3.03	3.64	3.56	3.59		3.39
Average - All Courses	3.34	3.15	2.88	2.98	3.62	3.54	3.55		3.29

The Belle Isle course was rated the lowest on the “Overall Experience”, “Overall Course Condition”, and “Overall Clubhouse Condition”, but their higher scores on “Staff Quality”, “Staff Training” and “Overall Safety and Security” were enough to raise the course average above the midpoint of 3. On the other hand, while Rackham scored around the midpoint on “Experience”, “Course Condition” and “Clubhouse Condition”, the low scores received on “Staff Quality”, “Staff Training” and “Safety and Security” were enough to plummet the course overall rating below the midpoint.



Golf League Survey of City of Detroit Golf Courses

Please estimate the number of rounds played on each course during the past year:

Belle Isle Golf Course & Practice Facility _____	Rackham Golf Course _____
Chandler Park Golf Course _____	Rogell Golf Course / Driving Range _____
Palmer Park Golf Course _____	Rouge Park Golf Course _____

Please circle the name of the course you are rating?

Belle Isle Golf Course & Practice Facility	Rackham Golf Course
Chandler Park Golf Course	Rogell Golf Course / Driving Range
Palmer Park Golf Course	Rouge Park Golf Course

Please rate the overall quality of your golfing experience:

	Poor	Disappointing	Good	Very Good	Excellent	
Your overall golfing experience	1	2	3	4	5	n/a
The overall condition of the course	1	2	3	4	5	n/a
The overall condition of the clubhouse	1	2	3	4	5	n/a
The overall condition of the parking lot	1	2	3	4	5	n/a
The overall quality of staff	1	2	3	4	5	n/a
The overall training of staff	1	2	3	4	5	n/a
Your overall feeling of safety and security	1	2	3	4	5	n/a

Please rate the quality of golf course maintenance:

	Poor	Disappointing	Good	Very Good	Excellent	
Tees	1	2	3	4	5	n/a
Fairways	1	2	3	4	5	n/a
Sandtraps	1	2	3	4	5	n/a
Roughs	1	2	3	4	5	n/a
Greens	1	2	3	4	5	n/a
Course difficulty	1	2	3	4	5	n/a

Please rate the quality of the clubhouse and clubhouse services:

	Poor	Disappointing	Good	Very Good	Excellent	
Pro Shop Service	1	2	3	4	5	n/a
Availability of Merchandise	1	2	3	4	5	n/a
Snack Bar Service	1	2	3	4	5	n/a
Availability of Food	1	2	3	4	5	n/a
Quality of Food Service	1	2	3	4	5	n/a
Restroom Cleanliness	1	2	3	4	5	n/a

Please rate the quality of course play and services:

	Poor	Disappointing	Good	Very Good	Excellent	
Marshall Operations	1	2	3	4	5	n/a
Cart Availability	1	2	3	4	5	n/a
Drinking Water Availability	1	2	3	4	5	n/a
Speed of Play	1	2	3	4	5	n/a
Cart Conditions	1	2	3	4	5	n/a
Beverage Cart Availability	1	2	3	4	5	n/a

Please rate the quality of the reservation process:

	Poor	Disappointing	Good	Very Good	Excellent	
Starter Reservation System	1	2	3	4	5	n/a
Tee Time Reservation Experience	1	2	3	4	5	n/a
Reservation System in General	1	2	3	4	5	n/a

Please provide the reasons behind any poor ratings below -

The addition of what single service would increase your enjoyment while at any City of Detroit golf facility?

Belle Isle Golf Course

Survey Number	Belle Isle Golf Course - Survey Questions													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Overall Experience	Overall Course Condition	Overall Clubhouse Condition	Overall Parking Lot Condition	Overall Staff Quality	Overall Staff Training	Overall Safety & Security	Maintenance Tees	Maintenance Fairways	Maintenance Sandtraps	Maintenance Roughs	Maintenance Greens	Course Difficulty	Pro Shop Service Quality
1	3	3	4	3	4	5	5	2	3	2	3	2	3	3
2	4	5	3	3	3	3	3	4	4	4	4	4	4	4
3	1	3	n/a	2	4	n/a	3	3	3	3	3	3	3	3
4	1	1	1	3	3	3	3	1	1	1	1	1	3	n/a
5	2	2	1	3	2	n/a	3	2	2	2	2	2	3	n/a
6	3	2	2	3	3	3	3	2	2	2	2	2	3	2
7	1	1	3	3	2	1	3	1	1	1	1	1	3	n/a
8	3	2	2	2	4	n/a	3	2	3	3	3	2	3	n/a
9	2	2	3	3	3	n/a	4	1	1	1	1	2	1	1
10	2	2	3	3	3	n/a	3	3	2	2	1	2	3	n/a
11	4	3	1	4	b	5	4	3	3	1	1	3	2	n/a
12	4	3	3	1	b	5	5	3	3	3	3	3	3	2
13	3	3	3	4	3	n/a	3	4	4	3	3	3	3	n/a
14	3	3	n/a	3	3	3	4	1	1	2	1	2	1	n/a
15	3	3	n/a	3	3	3	4	2	1	2	3	2	1	n/a
16	3	3	n/a	4	4	4	3	3	3	3	3	3	3	n/a
17	4	2	3	3	3	3	4	3	3	2	2	2	3	n/a
18	3	2	n/a	3	3	3	3	3	2	3	3	3	3	n/a
19	3	3	3	3	3	3	3	3	2	3	2	3	3	n/a
20	3	2	2	4	5	4	4	2	2	2	3	3	3	n/a
21	3	3	1	3	5	n/a	5	2	2	2	2	2	3	3
22	3	2	1	3	5	n/a	5	2	2	2	2	3	3	n/a
23	4	3	n/a	3	3	n/a	4	3	3	2	3	3	4	n/a
24	4	3	3	4	5	n/a	5	3	2	3	3	2	3	n/a
25	4	2	3	4	4	3	4	1	2	2	2	3	1	n/a
Total	73	63	45	77	80	51	93	59	57	56	57	61	68	18
# Responses	25	25	19	25	23	15	25	25	25	25	25	25	25	7
Average	2.92	2.52	2.37	3.08	3.48	3.40	3.72	2.36	2.28	2.24	2.28	2.44	2.72	2.57

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Belle Isle Golf Course

Survey Number	Belle Isle Golf Course - Survey Questions Continued													
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	Merchandise Availability	Snack Bar Service	Availability of Food	Quality of Food Service	Restroom Cleanliness	Marshall Operations	Cart Availability	Drinking Water Availability	Speed of Play	Cart Conditions	Beverage Cart Availability	Starter Reservation System	Tee Time Reservation Experience	Reservation System in General
1	4	3	3	3	4	4	3	4	3	4	1	3	3	3
2	4	4	4	4	4	5	3	3	3	3	2	3	3	3
3	3	4	4	4	4	2	1	1	3	1	3	2	2	3
4	n/a	3	3	3	3	2	1	1	1	1	1	1	1	1
5	n/a	2	2	2	3	1	3	2	4	3	2	3	3	3
6	2	2	2	3	3	2	3	2	2	3	1	4	4	4
7	1	1	1	1	2	1	2	1	1	2	1	3	2	2
8	n/a	3	3	3	2	3	3	3	3	3	n/a	3	3	3
9	1	1	1	1	3	n/a	3	3	3	3	n/a	n/a	n/a	n/a
10	n/a	2	2	3	3	n/a	3	1	3	4	n/a	n/a	n/a	n/a
11	1	1	1	1	1	n/a	4	3	2	3	1	n/a	3	3
12	2	2	2	2	2	n/a	3	3	3	3	n/a	n/a	n/a	n/a
13	3	2	2	3	2	n/a	4	2	3	4	n/a	n/a	n/a	n/a
14	n/a	1	1	1	1	n/a	3	1	3	3	n/a	n/a	n/a	n/a
15	1	1	1	1	1	n/a	4	1	3	3	n/a	n/a	n/a	n/a
16	n/a	3	3	3	2	n/a	4	3	3	n/a	n/a	n/a	n/a	n/a
17	n/a	3	3	3	1	n/a	3	1	3	3	n/a	n/a	n/a	n/a
18	n/a	n/a	n/a	n/a	1	n/a	n/a	3	3	n/a	n/a	n/a	n/a	n/a
19	n/a	n/a	n/a	n/a	1	n/a	n/a	2	b	n/a	n/a	n/a	n/a	n/a
20	1	2	1	2	3	n/a	4	3	3	3	n/a	n/a	n/a	n/a
21	b	b	b	b	b	b	b	3	3	n/a	n/a	n/a	n/a	n/a
22	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2	3	n/a	n/a	n/a	n/a	n/a
23	n/a	n/a	n/a	n/a	2	n/a	3	3	3	3	n/a	n/a	n/a	n/a
24	n/a	3	3	3	3	n/a	n/a	3	4	n/a	n/a	n/a	n/a	n/a
25	n/a	n/a	n/a	n/a	n/a	n/a	3	2	3	n/a	n/a	n/a	n/a	n/a
Total	23	43	42	46	51	20	60	56	68	52	12	22	24	25
# Responses	11	19	19	19	22	8	20	25	24	18	8	8	9	9
Average	2.09	2.26	2.21	2.42	2.32	2.50	3.00	2.24	2.83	2.89	1.50	2.75	2.67	2.78

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Chandler Park Golf Course

Survey Number	Chandler Park Golf Course - Survey Questions													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Overall Experience	Overall Course Condition	Overall Clubhouse Condition	Overall Parking Lot Condition	Overall Staff Quality	Overall Staff Training	Overall Safety & Security	Maintenance Tees	Maintenance Fairways	Maintenance Sandtraps	Maintenance Roughs	Maintenance Greens	Course Difficulty	Pro Shop Service Quality
Cha 1	3	4	3	5	4	n/a	3	4	3	3	4	4	3	n/a
Cha 2	4	4	4	3	3	3	3	2	3	4	4	2	3	3
Cha 3	3	3	2	1	3	n/a	2	3	3	3	2	2	2	1
Cha 4	3	3	3	4.5	5	5	4	3	3	4	4	3	3	3
Cha 5	4	3	3	4	4	n/a	4	3	3	3	3	3	3	3
Cha 6	5	4	3	3.5	4	n/a	4	4.5	4	3	4	1	3	4
Cha 7	3	3	3	3	3	3	3	3	4	5	4	3	3	3
Cha 8	3	3	3	3	3	3	3	3	3	3	3	2	3	3
Cha 9	4	3	3	3	4	3	3	3	3	4	3	3	3	4
Cha 10	3	3	3	3	3	n/a	3	3	3	n/a	3	1	3	2
Cha 11	4	4	4	4	4	n/a	4	4	4	4	4	4	4	4
Cha 12	4	4	4	4	4	n/a	4	4	4	4	4	4	4	4
Cha 13	3	3	4	4	3	n/a	3	4	4	n/a	5	2	3	4
Cha 14	4	4	3	2	5	n/a	2	3	4	3	4	3	3	4
Cha 15	4	3	4	5	5	5	4	3	4	4	4	3	3	4
Cha 16	4	4	3	3	4	3	3	3	3	3	3	3	3	3
Cha 17	3	3	3	3	4	3	3	3	3	3	2	3	3	3
Cha 18	3	3	4	3	3	3	3	3	3	3	3	3	3	4
Cha 19	4	4	5	3	4	4	4	4	4	3	2	3	4	n/a
Cha 20	5	5	5	4	4	4	3	4	4	3	2	4	4	3
Cha 21	1	4	3	2	3	3	3	3	2	1	3	2	3	3
Cha 22	4	4	3	3	4	n/a	4	3	3	3	3	3	3	4
Cha 23	4	3	4	3	4	3	4	3	3	4	3	2	3	n/a
Total	82	81	79	76	87	45	76	75.5	77	70	76	63	72	66
# Responses	23	23	23	23	23	13	23	23	23	21	23	23	23	20
Average	3.57	3.52	3.43	3.30	3.78	3.46	3.30	3.28	3.35	3.33	3.30	2.74	3.13	3.30

Distribution

[illegible]

Chandler Park Golf Course

Survey Number	Chandler Park Golf Course - Survey Questions Continued													
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	Merchandise Availability	Snack Bar Service	Availability of Food	Quality of Food Service	Restroom Cleanliness	Marshall Operations	Cart Availability	Drinking Water Availability	Speed of Play	Cart Conditions	Beverage Cart Availability	Starter Reservation System	Tee Time Reservation Experience	Reservation System in General
Cha 1	3	3	2	3	4	n/a	n/a	2	3	n/a	n/a	n/a	n/a	n/a
Cha 2	2	3	2	2	3	3	4	4	2	3	3	3	4	4
Cha 3	1	2	2	2	2	1	3	3	1	3	3	3	2	3
Cha 4	3	3	3	4	3	4	4	4	3	5	5	3	4	5
Cha 5	4	4	4	4	5	2	4	4	2	4	3	4	4	4
Cha 6	2	3	3	3	3	4	5	5	4	5	1	4	4	4
Cha 7	3	3	3	3	3	3	n/a	3	2	n/a	4	3	3	3
Cha 8	3	3	3	3	3	3	4	3	3	4	4	n/a	n/a	n/a
Cha 9	3	3	3	3	3	2	n/a	4	3	n/a	3	3	3	3
Cha 10	n/a	n/a	n/a	n/a	n/a	1	5	n/a	5	3	1	1	1	1
Cha 11	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Cha 12	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Cha 13	n/a	n/a	n/a	n/a	n/a	1	5	3	5	5	n/a	3	3	3
Cha 14	3	3	3	3	4	3	4	3	3	4	3	3	3	3
Cha 15	n/a	4	4	4	5	5	5	5	3	4	4	4	4	4
Cha 16	2	3	3	3	3	3	4	4	4	4	4	3	3	3
Cha 17	3	4	2	4	3	3	3	3	2	3	3	3	3	3
Cha 18	n/a	4	4	4	4	3	4	3	3.5	4	4	3	3	3
Cha 19	n/a	3	3	4	3	3	4	3	3	4	3	3	4	4
Cha 20	3	5	b	4	4	3	4	4	3	4	4	4	4	4
Cha 21	3	b	4	b	4	b	3	1	3	b	4	3	2	3
Cha 22	3	4	n/a	3	4	4	4	4	3	4	2	3	4	4
Cha 23	n/a	4	4	4	3	5	5	4	3	3	2	3	3	3
Total	49	69	60	68	74	64	82	77	71.5	74	68	67	69	72
# Responses	17	20	19	20	21	21	20	22	23	19	21	21	21	21
Average	2.88	3.45	3.16	3.40	3.52	3.05	4.10	3.50	3.11	3.89	3.24	3.19	3.29	3.43

Distribution:

[illegible]

Palmer Park Golf Course

Survey Number	Palmer Park Golf Course - Survey Questions													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Overall Experience	Overall Course Condition	Overall Clubhouse Condition	Overall Parking Lot Condition	Overall Staff Quality	Overall Staff Training	Overall Safety & Security	Maintenance Tees	Maintenance Fairways	Maintenance - Sandtraps	Maintenance - Roughs	Maintenance - Greens	Course Difficulty	Pro Shop Service Quality
Pal 1	2	2	2	2	2	2	2	1	1	1	1	1	1	3
Pal 2	3	3	3	2	4	4	5	3	3	3	3	3	3	3
Pal 3	3	3	3	3	3	3	3	3	4	3	3	3	2	3
Pal 4	3	3	3	3	4	3	4	3	3	3	3	3	3	n/a
Pal 5	3	3	3	4	4	4	4	4	3	3	2	3	3	3
Pal 6	5	5	5	5	5	5	5	4	4	4	4	4	3	n/a
Pal 7	4	3	3	3	3	3	3	3	3	3	3	3	3	3
Pal 8	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Pal 9	3	3	n/a	3	n/a	b	3	3	3	3	3	2	4	n/a
Pal 10	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Pal 11	2	2	n/a	3	2	2	3	3	2	2	2	3	3	n/a
Pal 12	4	2	4	4	3	b	5	2	2	3	b	2	2	3
Pal 13	5	4	5	5	5	5	5	4	4	4	4	4	4	4
Pal 14	2	2	2	5	4	1	5	3	2	3	2	2	3	2
Pal 15	3	5	2	3	4	3	4	4	4	4	4	4	4	2
Pal 16	3	3	3	3	4	3	3	4	4	4	4	4	4	4
Pal 17	3	2.5	2.5	4	2	3	4	3	4	3	2	3	3	n/a
Pal 18	3	3	3	3	3	4	5	3	3	3	4	4	4	n/a
Pal 19	3	3	3	4	3	3	4	3	3	3	3	3	3	3
Pal 20	3	3	3	2	3	2	3	4	3	3	2	3	3	3
Total	63	60.5	55.5	67	64	56	76	63	61	61	55	60	61	42
# Responses	20	20	18	20	19	18	20	20	20	20	19	20	20	14
Average	3.15	3.03	3.08	3.35	3.37	3.11	3.80	3.15	3.05	3.05	2.89	3.00	3.05	3.00

Distribution:

[illegible]

Palmer Park Golf Course

Survey Number	Palmer Park Golf Course - Survey Questions Continued													
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	Merchandise Availability	Snack Bar Service	Availability of Food	Quality of Food Service	Restroom Cleanliness	Marshall Operations	Cart Availability	Drinking Water Availability	Speed of Play	Cart Conditions	Beverage Cart Availability	Starter Reservation System	Tee Time Reservation Experience	Reservation System in General
Pal 1	3	3	3	3	1	3	3	3	3	3	2	n/a	n/a	n/a
Pal 2	4	4	3	4	3	4	4	2	3	4	n/a	4	4	4
Pal 3	b	3	b	b	2	3	3	3	2	3	2	b	b	b
Pal 4	3	3	3	3	3	b	3	2	3	3	1	2	2	3
Pal 5	3	3	3	4	3	3	4	4	3	4	3	3	4	4
Pal 6	n/a	5	5	5	5	5	5	5	5	5	5	5	5	5
Pal 7	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Pal 8	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Pal 9	n/a	n/a	n/a	n/a	n/a	3	3	2	3	3	n/a	n/a	n/a	n/a
Pal 10	3	3	3	3	3	3	3	3	2	3	2	3	3	3
Pal 11	n/a	n/a	n/a	n/a	n/a	n/a	4	b	3	n/a	n/a	3	n/a	n/a
Pal 12	2	b	2	3	4	1	5	4	3	4	2	1	2	2
Pal 13	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Pal 14	2	1	1	1	1	2	5	3	3	4	n/a	3	3	3
Pal 15	2	2	2	2	4	3	3	3	3	3	2	n/a	n/a	n/a
Pal 16	4	4	4	4	4	4	4	3	4	4	4	5	5	5
Pal 17	2	3	2	n/a	3	3	4	4	3	4	n/a	3	3	3
Pal 18	2	3	3	3	4	4	4	3	3	4	3	4	4	4
Pal 19	3	3	2	3	3	3	3	2	2	3	2	n/a	b	b
Pal 20	3	3	3	3	3	2	3	2	2	3	3	2	2	2
Total	46	53	49	51	56	56	73	58	60	67	41	48	47	48
# Responses	16	17	17	16	18	18	20	19	20	19	15	15	14	14
Average	2.88	3.12	2.88	3.19	3.11	3.11	3.65	3.05	3.00	3.53	2.73	3.20	3.36	3.43

Distribution:

[illegible]

Rackham Golf Course

Survey Number	Rackham Golf Course - Survey Questions													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Overall Experience	Overall Course Condition	Overall Clubhouse Condition	Overall Parking Lot Condition	Overall Staff Quality	Overall Staff Training	Overall Safety & Security	Maintenance - Tees	Maintenance - Fairways	Maintenance - Sandtraps	Maintenance - Roughs	Maintenance - Greens	Course Difficulty	Pro Shop Service Quality
Rac 1	3	3	3	3	3	3	3	2	2	3	3	3	3	n/a
Rac 2	3	2	2	3	3	3	3	3	3	3	3	2	3	3
Rac 3	3	3	2	3	3	3	3	3	3	3	2	2	2	3
Rac 4	3	3	3	3	1	1	4	3	3	2	3	3	3	1
Rac 5	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Rac 6	3	3	2	2	2	2	1	2	2	1	3	2	3	2
Rac 7	3	3	3	2	2	b	3	2	3	3	4	3	4	n/a
Rac 8	3	4	3	2	2	2	3	4	4	4	4	4	3	b
Rac 9	3	3	3	2	1	2	3	3	2	1	3	2	3	3
Rac 10	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Rac 11	3	3	3	3	2	2	3	3	3	2	3	2	3	3
Rac 12	3	3	3	3	3	3	3	3	3	3	3	3	3	n/a
Rac 13	3	3	3	3	3	3	3	3	3	3	3	3	3	n/a
Rac 14	3	3	3	3	3	3	3	3	3	3	3	3	3	n/a
Rac 15	3	3	3	3	3	3	3	3	3	3	3	3	3	n/a
Rac 16	3	3	3	3	4	3	4	3	2	3	3	2	3	n/a
Rac 17	3	3	3	3	3	3	3	3	3	3	3	3	3	n/a
Rac 18	3	3	2	3	3	n/a	4	3	2	3	3	2	4	1
Rac 19	3	3	3	2	3	3	4	3	3	3	2	3	3	3
Rac 20	5	4	4	5	5	4	5	4	5	4	5	4	4	3
Total	62	61	57	57	55	49	64	59	58	56	62	55	62	28
# Responses	20	20	20	20	20	18	20	20	20	20	20	20	20	11
Average	3.10	3.05	2.85	2.85	2.75	2.72	3.20	2.95	2.90	2.80	3.10	2.75	3.10	2.55

Distribution:

[illegible]

Rackham Golf Course

Survey Number	Rackham Golf Course - Survey Questions Continued													
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	Merchandise Availability	Snack Bar Service	Availability of Food	Quality of Food Service	Restroom Cleanliness	Marshall Operations	Cart Availability	Drinking Water Availability	Speed of Play	Cart Conditions	Beverage Cart Availability	Starter Reservation System	Tee Time Reservation Experience	Reservation System in General
Rac 1	n/a	3	3	3	3	3	3	3	3	3	3	3	3	3
Rac 2	2	1	1	2	2	3	3	3	2	3	2	3	3	3
Rac 3	3	2	2	2	1.5	3	3	2	2	3	2	2	2	2
Rac 4	1	3	2	3	3	2	4	4	2	4	2	3	3	3
Rac 5	3	3	3	3	3	3	3	3	3	3	3	2	2	2
Rac 6	1	3	2	2	1	1	3	3	1	3	1	1	1	1
Rac 7	b	2	2	b	3	4	4	4	2	4	n/a	2	2	2
Rac 8	2	2	2	2	2	3	3	3	3	3	3	2	2	2
Rac 9	2	3	3	3	2	2	2	2	2	3	2	2	2	2
Rac 10	3	3	3	3	2	2	3	2	2	3	2	2	2	2
Rac 11	2	3	3	3	3	2	3	2	2	3	2	2	2	2
Rac 12	n/a	3	3	3	2	3	3	3	2	3	2	3	3	3
Rac 13	n/a	3	3	3	2	3	3	3	2	3	2	3	3	3
Rac 14	n/a	3	3	3	2	3	3	3	2	3	2	3	3	3
Rac 15	n/a	3	3	3	2	3	3	3	2	3	2	3	3	3
Rac 16	n/a	3	3	3	3	3	3	3	3	3	n/a	3	3	3
Rac 17	n/a	3	3	3	3	3	3	3	3	3	3	3	3	3
Rac 18	1	3	2	3	4	3	4	2	2	3	1	n/a	n/a	n/a
Rac 19	3	4	4	4	5	3	3	3	3	3	n/a	n/a	n/a	n/a
Rac 20	3	4	4	4	4	4	4	3	4	5	n/a	4	4	4
Total	26	57	54	55	52.5	56	63	57	47	64	34	46	46	46
# Responses	12	20	20	19	20	20	20	20	20	20	16	18	18	18
Average	2.17	2.85	2.70	2.89	2.63	2.80	3.15	2.85	2.35	3.20	2.13	2.56	2.56	2.56

Distribution:

[illegible]

Rogell Golf Course

Survey Number	Rogell Golf Course - Survey Questions													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Overall Experience	Overall Course Condition	Overall Clubhouse Condition	Overall Parking Lot Condition	Overall Staff Quality	Overall Staff Training	Overall Safety & Security	Maintenance - Tees	Maintenance - Fairways	Maintenance - Sandtraps	Maintenance - Roughs	Maintenance - Greens	Course Difficulty	Pro Shop Service Quality
Rog 1	3	3	3	3	4	4	4	3	3	2	3	3	3	n/a
Rog 2	3	3	3	3	3	3	3	3	3	3	3	3	3	1
Rog 3	2	2	1	1	3	n/a	3	2	2	2	2	2	2	n/a
Rog 4	3	3	2	3	4	n/a	3	3	3	3	3	2	3	n/a
Rog 5	3	3	3	3	3	3	3	3	2	2	3	2	3	n/a
Rog 6	4	3	3	4	5	5	4	2	3	1	3	2	5	n/a
Rog 7	4	2	3	2	5	4	2	1	1	1	3	1	4	n/a
Rog 8	3	3	3	2	3	3	2	3	3	2	3	3	4	1
Rog 9	3	3	3	3	3	3	3	3	3	3	3	3	3	n/a
Rog 10	5	2	3	3	4	3	4	2	2	2	2	2	2	1
Rog 11	5	4	4	4	5	n/a	4	2	4	3	3	3	3	n/a
Rog 12	3	3	2	2	3	n/a	4	3	3	2	3	3	4	n/a
Rog 13	3	3	3	3	5	5	3	3	3	3	3	2	4	n/a
Rog 14	3	3	2	2	3	3	3	3	3	3	3	3	3	3
Rog 15	4	3	3	3	3	3	3	3	3	3	3	3	4	n/a
Rog 16	4	3	2	2	4	4	3	3	3	3	3	3	4	n/a
Rog 17	3	3	3	3	3	3	3	3	3	3	3	2	4	n/a
Rog 18	4	3	2	2	4	4	3	3	3	3	3	3	4	n/a
Rog 19	3	3	1	1	3	3	3	3	3	3	3	3	4	n/a
Rog 20	3	3	2	2	3	n/a	3	3	3	3	3	3	3	n/a
Rog 21	4	4	4	4	4	4	4	4	4	4	4	4	4	n/a
Rog 22	3	2	3	3	3	3	3	2	2	3	3	3	3	n/a
Rog 23	4	4	3	4	5	5	4	4	4	3	5	3	3	1
Rog 24	3	2	3	3	3	3	3	2	2	2	3	2	4	n/a
Total	82	70	64	65	88	68	77	66	68	62	73	63	83	7
# Responses	24	24	24	24	24	19	24	24	24	24	24	24	24	5
Average	3.42	2.92	2.67	2.71	3.67	3.58	3.21	2.75	2.83	2.58	3.04	2.63	3.46	1.40

Distribution:

[illegible]

Rogell Golf Course

Survey Number	Rogell Golf Course - Survey Questions Continued													
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	Merchandise Availability	Snack Bar Service	Availability of Food	Quality of Food Service	Restroom Cleanliness	Marshall Operations	Cart Availability	Drinking Water Availability	Speed of Play	Cart Conditions	Beverage Cart Availability	Starter Reservation System	Tee Time Reservation Experience	Reservation System in General
Rog 1	n/a	3	3	3	n/a	n/a	4	1	3	4	n/a	3	n/a	n/a
Rog 2	1	3	3	3	3	4	4	4	3	4	1	3	3	3
Rog 3	n/a	3	2	3	1	3	4	1	1	4	1	n/a	n/a	n/a
Rog 4	n/a	3	3	3	3	4	3	2	3	3	2	3	3	3
Rog 5	3	3	3	3	3	3	n/a	2	3	n/a	2	3	3	3
Rog 6	n/a	4	4	4	4	4	3	5	4	3	n/a	n/a	4	4
Rog 7	n/a	3	3	3	2	3	3	1	3	3	1	3	3	3
Rog 8	1	3	3	3	2	3	3	3	3	3	2	3	3	3
Rog 9	n/a	3	3	3	3	3	3	3	3	3	3	n/a	n/a	n/a
Rog 10	1	3	3	3	2	3	4	1	2	4	1	n/a	n/a	n/a
Rog 11	n/a	2	3	4	n/a	4	4	2	3	3	n/a	n/a	n/a	n/a
Rog 12	n/a	3	3	3	2	3	3	2	3	3	2	n/a	n/a	n/a
Rog 13	n/a	4	4	3	3	3	3	3	5	4	n/a	4	5	5
Rog 14	3	3	3	3	3	3	3	2	3	3	3	3	3	3
Rog 15	n/a	3	3	3	3	3	3	2	3	3	3	3	3	3
Rog 16	n/a	n/a	n/a	n/a	3	4	3	2	3	3	n/a	n/a	n/a	n/a
Rog 17	n/a	3	3	3	3	4	3	1	3	3	n/a	n/a	n/a	n/a
Rog 18	n/a	3	3	3	3	3	3	2	3	3	3	3	3	3
Rog 19	n/a	2	3	3	3	4	4	1	3	3	2	3	3	3
Rog 20	n/a	3	3	2	2	4	3	1	3	3	2	n/a	n/a	n/a
Rog 21	n/a	n/a	n/a	n/a	n/a	4	4	4	4	4	n/a	4	4	4
Rog 22	n/a	4	4	4	3	3	3	2	3	3	n/a	n/a	n/a	n/a
Rog 23	1	2	3	4	3	4	4	2	3	4	1	4	4	4
Rog 24	n/a	3	3	3	3	4	4	2	3	3	n/a	b	b	b
Total	10	66	68	69	57	80	78	51	73	76	29	42	44	44
# Responses	6	22	22	22	21	23	23	24	24	23	15	13	13	13
Average	1.67	3.00	3.09	3.14	2.71	3.48	3.39	2.13	3.04	3.30	1.93	3.23	3.38	3.38

Distribution:

[illegible]

Rouge Park Golf Course

Survey Number	Rouge Park Golf Course - Survey Questions													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Overall Experience	Overall Course Condition	Overall Clubhouse Condition	Overall Parking Lot Condition	Overall Staff Quality	Overall Staff Training	Overall Safety & Security	Maintenance Tees	Maintenance Fairways	Maintenance Sandtraps	Maintenance Roughs	Maintenance Greens	Course Difficulty	Pro Shop Service Quality
Rou 1	3.5	4	2	4	5	5	4	4	4	3.5	4	3.5	4	3
Rou 2	3.5	4	2	4	5	5	4	4	4	3.5	4	3.5	4	3
Rou 3	3.5	4	2	4	5	5	4	4	4	3.5	4	3.5	4	3
Rou 4	4	4	2	2	5	5	4	4	3	2	3	3	4	3
Rou 5	3	4	3	4	4	5	4	3	3	2	3	3	3	3
Rou 6	3	4	3	1	4	n/a	4	3	3	3	3	3	3	3
Rou 7	3	4	3	1	4	4	4	3	3	3	3	3	3	3
Rou 8	3	4	3	2	4	5	4	3	3	2	3	3	3	3
Rou 9	4	3	3.5	4.5	4.5	5	3	2	3	2	3	3	4	4
Rou 10	4	3	3.5	4.5	4	5	3	2	3	2	3	3	4	4
Rou 11	4	3	4	4.5	4	5	3	2	3	4	4	3	4	n/a
Rou 12	4	4	4	3	5	5	5	4	4	4	4	4	4	5
Rou 13	4	4	3	1	4	4	4	4	4	4	4	4	3	n/a
Rou 14	4	4	4	3	5	5	5	4	4	4	4	4	4	5
Rou 15	4	4	4	3	5	5	5	4	4	4	4	4	4	5
Rou 16	4	4	2	2	4	3	4	3	4	3	4	3	4	3
Rou 17	4	4	2	2	4	3	4	3	4	3	4	3	4	3
Rou 18	4	4	n/a	2	4	5	4	3	4	4	4	3	4	n/a
Rou 19	4	4	2	2	4	5	4	3	4	4	4	3	4	n/a
Rou 20	4	4	3	1	4	3	3	3	3	2	3	3	3	n/a
Rou 21	4	4	3	1	4	4	3	3	3	2	3	3	3	5
Rou 22	5	4	2	4	5	5	4.5	4	4.5	4	4	3	4.5	4
Rou 23	5	4	2	4	5	5	4.5	4	4.5	4	4	3	4.5	4
Rou 24	3	3	3	2	5	5	5	4	4	2	3	3	3	n/a
Rou 25	4	4	3	1	4	4	4	4	4	4	4	4	3	n/a
Total	95.5	96	68	66.5	110.5	110	100	84	91	78.5	90	81.5	92	66
# Responses	25	25	24	25	25	24	25	25	25	25	25	25	25	18
Average	3.82	3.84	2.83	2.66	4.42	4.58	4.00	3.36	3.64	3.14	3.60	3.26	3.68	3.67

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Rouge Park Golf Course

Survey Number	Rouge Park Golf Course - Survey Questions Continued													
	15	16	17	18	19	20	21	22	23	24	25	26	27	28
	Merchandise Availability	Snack Bar Service	Availability of Food	Quality of Food Service	Restroom Cleanliness	Marshall Operations	Cart Availability	Drinking Water Availability	Speed of Play	Cart Conditions	Beverage Cart Availability	Starter Reservation System	Tee Time Reservation Experience	Reservation System in General
Rou 1	3	3	3	3	3	5	4	4	3	4	4	3	3	3
Rou 2	3	3	3	3	3	5	4	4	3	4	4	n/a	n/a	n/a
Rou 3	3	3	3	3	3	5	4	4	3	4	4	n/a	n/a	n/a
Rou 4	3	3	3	3	3	5	4	4	3	4	4	n/a	n/a	n/a
Rou 5	2	3	3	3	5	3	4	3	3	3	2	n/a	n/a	n/a
Rou 6	2	3	3	3	5	3	4	3	2.5	3	2	n/a	n/a	n/a
Rou 7	2	3	3	3	5	3	4	3	2.5	3	2	n/a	n/a	n/a
Rou 8	2	3	3	3	5	3	4	3	2.5	3	2	n/a	n/a	n/a
Rou 9	4	4	4	4	4	3	5	3	3	5	4	3	3	3
Rou 10	4	4	4	4	4	3	5	3	3	5	4	3	3	3
Rou 11	n/a	4	4	4	3	3	5	3	3	5	3	n/a	n/a	n/a
Rou 12	4	5	5	5	5	5	5	5	4	5	3	4	4	4
Rou 13	n/a	3	3	3	4	4	n/a	3	2	n/a	3	n/a	n/a	n/a
Rou 14	4	5	5	5	5	4	5	5	4	4	3	4	4	4
Rou 15	4	5	5	5	5	4	5	5	4	4	3	4	4	4
Rou 16	3	4	3	2	2	4	4	2	3	3	2	3	3	3
Rou 17	3	4	3	3	2	4	4	2	3	3	2	3	3	3
Rou 18	n/a	4	3	3	4	4	5	3	3	3	3	n/a	n/a	n/a
Rou 19	n/a	4	3	3	4	4	5	3	3	3	3	n/a	n/a	n/a
Rou 20	n/a	3	3	3	4	3	4	3	2	3	4	n/a	n/a	n/a
Rou 21	5	3	3	3	4	3	4	3	2	4	4	n/a	n/a	n/a
Rou 22	n/a	4	3	4	4	5	5	3.5	4	4	2	n/a	n/a	n/a
Rou 23	n/a	4	3	4	4	5	5	3.5	4	4	2	n/a	n/a	n/a
Rou 24	n/a	3	3	3	3	4	n/a	4	3	n/a	3	3	3	3
Rou 25	n/a	3	3	3	4	4	n/a	3	2	n/a	3	n/a	n/a	n/a
Total	51	90	84	85	97	98	98	85	74.5	83	75	30	30	30
# Responses	16	25	25	25	25	25	22	25	25	22	25	9	9	9
Average	3.19	3.60	3.36	3.40	3.88	3.92	4.45	3.40	2.98	3.77	3.00	3.33	3.33	3.33

Distribution:

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Golf Survey Comments

<u>Course</u>	<u>Reasons Behind Poor Ratings</u>	<u>What Service Would Increase Your Enjoyment?</u>
Belle Isle 03	Cart broke down, had to walk in. No cups.	
Belle Isle 06	No beverage cart.	
Belle Isle 07	Belle Isle is the worst maintained and run course I've ever played on because maintenance is terrible. Caused league to leave for Palmer. Reservation problems at Palmer.	Maintenance.
Belle Isle 08	The greens need to be trimmed and tees are torn up.	Lower prices.
Belle Isle 09	Conditions related to lack of equipment.	Better maintenance.
Belle Isle 10	Based on my experience, unkempt course, poor drainage, bad sports, greens not kept well.	Better maintenance of course.
Belle Isle 11	No particular reason.	Better club house and staff.
Belle Isle 12	City services - what can you expect.	Improve maintenance of course. Potential safety perception.
Belle Isle 13	Food adequate. Water available in few spots.	Expand shop area to sit down eat or hide from weather. No safe shelter.
Belle Isle 14	Ignore women's tee in upkeep. Women's restroom is not kept up well.	Improve drainage of the course.
Belle Isle 15	Tee locations; drainage. Restroom poor & at times closed.	Get water off course.
Belle Isle 16	n/a	Course has improved over past year or two. Lights potential for course.
Belle Isle 17	Open / cleaned / paper - restrooms. Maintenance is cause for poor course. Water fountain does not work.	Have people with knowledge run course.
Belle Isle 18	Area chopped up, but working on improvements.	n/a
Belle Isle 19	Restrooms are often closed and if open are not properly maintained.	Course is okay for price.
Belle Isle 20	Improve food cost part. Improve drainage - rain water stands too long.	Fix drainage problems.
Belle Isle 21		Walkway between 8 & 9 - get rid of dirt pile on 1st fairway. Dirt pits cleaned-up. Nice course is cleaned up.
Belle Isle 22	Dirt pockets on course need to be addressed.	Like course, but it needs attention.
Belle Isle 23	Condition of course not maintained as well as Chandler.	Course needs more care, raise course - too low and water keeps it wet. Course could be better maintained. Would like to see American Golf manage course. Windshields for carts.
Belle Isle 24	Greens not good!	Improve greens. Stopped playing at Chandler Park because of management.

Golf Survey Comments

<u>Course</u>	<u>Reasons Behind Poor Ratings</u>	<u>What Service Would Increase Your Enjoyment?</u>
Belle Isle 25	Problems with draining. Poor golfer perception of course.	Positive - not crowded; other courses are too crowded. Mentioned few years ago it was discussed that course was going to be improved, however, it really has not been improved.
Chandler 02		Security in parking lot.
Chandler 04		More difficult golf.
Chandler 05		Speed up play is not enforced.
Chandler 06	The greens are too slow and the ball bounces when stroked.	Driving range facilities - need even a short netting system.
Chandler 07		Faster play especially at Rackham.
Chandler 08		1 additional port-a-potty on front 9.
Chandler 09	Can be "rude" when they do not need to be.	1 more port-a-pot on the front 9.
Chandler 10	We called to be sure we could play 18. Showed up within 20 minutes and were told we could only play 9.	The greens need to be shaved and rolled.
Chandler 13	As I was on the tee the marshal cut in front of me and told me to wait for him as he drove down the middle of the fairway.	
Chandler 14	Safety issues in the parking lot.	
Chandler 15		Improve the greens
Chandler 16	There are very few items to choose from in the club house.	
Chandler 18		Lower price
Palmer Park 01	No drainage for water on the golf course. Grass not cut, loose balls in fairway. When it rains we suffer because there is no drainage.	Bathroom (men) ventilation is very poor.
Palmer Park 04	Over booking	
Palmer Park 14	Compares to others, especially other American Golf courses.	Overall Improvement.
Palmer Park 15		Only one rest room on the course. Need at least one more.
Palmer Park 17		Greater variety of food / refreshments.
Palmer Park 18		More drinking water locations.
Rackham 01	Tees were a little torn up last year.	
Rackham 02	Poor selection of food that is too expensive. Coupon was the only reason for return play.	Would like to see cocktails added.
Rackham 03	Men's room needs to be enlarged. Stalls are too small. Prices are too high on food. No cocktails.	Charge the same as county courses.
Rackham 04	Very slow signing in to play. Lack of personality in management.	
Rackham 12	Prices are too high - golf & food.	
Rackham 13	Prices are too high.	Lower prices.
Rackham 14	Too expensive!	Lower prices!

Golf Survey Comments

<u>Course</u>	<u>Reasons Behind Poor Ratings</u>	<u>What Service Would Increase Your Enjoyment?</u>
Rackham 15	Haven't seen a beverage cart. Bigger restrooms. Play was slow - but that happens.	Lower prices!
Rackham 16	Staff is very friendly.	
Rackham 17	Only play when in town - everything has always been okay.	
Rackham 18	None available. (pro shop, merchandise, beverage cart). Flooding.	
Rackham 20		American Gold Corp has done great things in the last 3 years! Big time!
Rogell 06	* Tee positions possible not alternated enough causing poor teebox positions * Grass cut shorter	Can't think of one
Rogell 07	Course just needs mowing and water.	
Rogell 08		Attended Parking lost so that my car <u>might</u> be there when I finish play.
Rogell 11		Better tee boxes
Rogell 17	Not enough water	
Rogell 19	Snack Bar Service - \$ too high	
Rogell 20	Not enough drinking water. Prices are too high. Clubhouse needs work.	
Rogell 23		More benches . . . One for each tee box. Replace ball washers. Cameras to record parking lot - security.
Rogell 24	Lack of qualified greenskeeper	Better maintained courses.
Rouge 02	Prices are too high. Fill pot holes.	
Rouge 06	Pot holes. Price of beer too high.	Carts in parking lot. Shed selling food.
Rouge 07	Pot holes.	Bring the food shed back.
Rouge 09		Another putting green
Rouge 10		Front & back putting green
Rouge 11	Change the sand used.	
Rouge 12	n/a	Chipping practice area.
Rouge 16	Drinking water should be every hole. Cart short on beer.	Improved clubhouse - bigger. Would like area to relax & have a beer after game.
Rouge 18	Potholes in parking lot	Place woman's tees more in line with freeway.
Rouge 19	Potholes!	
Rouge 20	Potholes	Larger clubhouse
Rouge 21	Potholes	Larger clubhouse
Rouge 22	Need another beverage cart. Beer prices too high.	BBQ pit - bring it back.
Rouge 24	Pot holes - please fill.	
Rouge 25	Beverage cart should come by more often. Prices are high. Potholes need to be filled.	